Communication Release

05/01/2023

Resolution of Sage Provider Connect Outage-4/29/23

A number of providers contacted the Sage Help Desk to report an error they encountered when attempting to access Sage-ProviderConnect on Saturday, 4/29/2023. LA County worked with Netsmart to isolate and resolve the issue. Providers who submitted tickets to the help desk should have been notified of this resolution by the Sage Help Desk. This message is to notify all providers that this issue was resolved on 4/29/2023, with Sage-ProviderConnect available for productive use. If you encounter any additional performance issues, please contact the Sage Help Desk.

Sage Provider Admission and Demographic Form Updates

Sage-ProviderConnect was updated Monday May 1, 2023, to include new sexual orientation, gender identity (SOGI) and veteran/military related fields in the Provider Admission and Demographic forms. SAPC recommends clearing your browser cache to ensure you are seeing the updates in Sage as intended. Below are tables of the changes to Sage and the new/updates fields and values. Please note the numerical association to values have changed and are used internally by SAPC.

SOGI fields include:

- Sex: Previous entries were crosswalked to the new available values.
- Sexual Orientation
- Gender Identity

Field Name	Values Pre-Update	Values Post Update
Sex *Required on Admission **Editable in Demographics	• Female – F • Male – M • Other– O • Transgender (F to M) – FTM • Transgender (M to F) – MFT • Unknown – U	• Female – F • Male – M • Other – O • Unknown – U – If 'Sex' = 'MTF' (Transgender (M To F)) prior to update, 'Sex' value = 'M' (Male) following the update – If 'Sex' = 'FTM' (Transgender (F to M)) prior to update, 'Sex' value = 'F' (Female) following the update
Sexual Orientation *Required on Admission	Former Question: *Are you heterosexual, lesbian, gay, bisexual, transgender or do you question your sexual orientation?* • Bisexual – 4 • Declined To State – 6	• Bisexual – 42035005 • Chose Not To Disclose – ASKU • Do Not Know – UNK • Lesbian, gay, or homosexual – 38628009 • Something else, please describe – OTH • Straight or heterosexual – 20430005

**Editable in Demographics	• Gay (make) – 3 • Heterosexual/Straight – 1 • Lesbian (female) – 2 • Transgender – 7 • Unsure/Questioning – 5	If response is "Something else, please describe" the **Sexual Orientation (please describe)** field will be enabled.
Gender Identity »Not required on Admission **Editable in Demographics	Not Available	• Additional gender category or other, please specify – OTH • Chose not to disclose – ASKU • Female – 446141000124107 • Female to Male (FTM)/Transgender Male/Trans Man – 407377005 • Genderqueer, neither exclusively male nor female – 446131000124102 • Male – 446151000124109 • Male-to-Female (MTF)/Transgender Female/Trans Woman – 407376001 If response is "Additional gender category or other, please specify" the **Gender Identity (please describe)** field will be enabled.

Veteran/Military Fields include:

Field Name	Values Pre-Update	Values Post Update
Veteran *Not on Admission form **Editable on Demographics	Not Available	No – N Yes – Y
Military Related Disability *Not on Admission form **Editable on Demographics	Not Available	No – N Yes – Y
Military Branch of Service *Not on Admission form **Editable on Demographics	Not Available	Air Force – 3 Army – 2 Coast Guard – 4 Marines – 5 Navy – 6 Unknown – 9
Military Service From *Not on Admission form **Editable on Demographics	Not Available	MM/DD/YYYY text entry format
Military Service To *Not on Admission form **Editable on Demographics	Not Available	MM/DD/YYYY text entry format